NEC UNIVERGE BLUE®
CLOUD SERVICES

NEC UNIVERGE BLUE CLOUD SERVICE
FROM AMERICAN TELEPHONE

ONE SOLUTION FOR ALL YOUR COMMUNICATIONS NEEDS

UNIVERGE BLUE CAN SOLVE YOUR COMMUNICATION CHALLENGES:

> Do you have business challenges when communicating with your customers and work colleagues?

> Do your customers prefer to communicate in methods other than voice? Phone? Email? SMS?

> Do you know how many customer calls you are missing in a day?

> Do you have peak seasons? Are you able to ramp up to accommodate the changes?

> Do you manually enter call details into RealGreen? Are important call details being missed?

> Do you have separate solutions for your phone system, online meetings, chat, SMS, and marketing campaigns?

> Would you like your field employees to be able to use their mobile devices and keep their personal numbers private while keeping the customer contact information within your company's domain?

> Do you have multiple locations or employees in the field but have no visibility of their customer interactions?

> Do you know how many service cancellations you are receiving in a month?

> Do you have a method to automate customer appointment reminders?

> Does your solution have artificial intelligence (AI) to help with your communication management? Call summary? Call transcription with redaction safeguards?

> Can you easily process evaluations of your calls?

> Can you store and easily access your voice recordings, voicemails, chats, meetings, and SMS messages in one place?

WHY WORK WITH AMERICAN TELEPHONE?

> In business since 1983

> Speak to a live person during business hours with emergency after-hour support

> Based within the USA

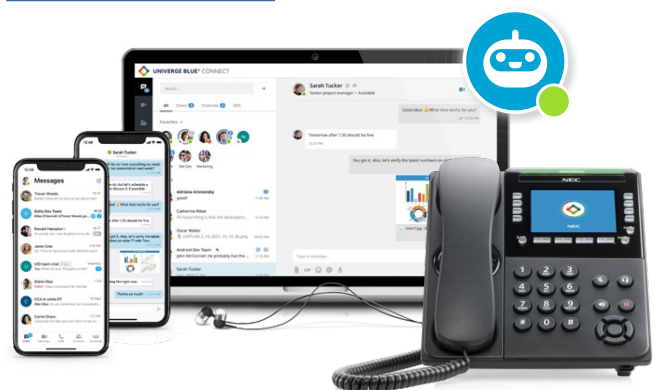> Preferred WorkWave RealGreen Partner

UNIVERGE BLUE CLOUD SERVICES

One of the most inclusive integrated intelligent communications platforms for enhancing employee and customer experience.

Integrates seamlessly with **RealGreen**.

Click here to learn more.

DESIGN BUSINESS COMMUNICATIONS, INC. DBA
AMERICAN TELEPHONE

Contact American Telephone Today! ub.info@americantelephone.com, Phone/SMS: 480.991.7780

TOP UNIVERGE BLUE REALGREEN INTEGRATION BENEFITS

> **Customer Experience** = Personalized Interactions

> **Manager Experience** = Training, Reporting and Metrics

> **Colleague Experience** = Quick Collaboration

Voice, CHAT with AI Assistant, SMS, Data Retention, File Storage, Online Meetings, and a multi-channel Contact Center within a SINGLE Cloud platform

Visual Information: Presence, Voicemail, and Contact List

REALGREEN INTEGRATION

> Incoming calls prompts a contact screen pop

> Record inbound & outbound call data within the customer's RealGreen record...date, time, duration, agent info, call notes, recording URL, and more.

DYNAMIC NOTIFICATIONS

> Appointment, Payment, and New Service Reminders
> *Avg missed appointment cost link

> Seasonal Pest mitigation notifications

CUSTOMER COMMUNICATIONS METHODS

> Communicate with Customers via voice, chat, SMS and social media

> Customer can request callbacks during peak business hours

> Customer self-service Payment Portal

REPORTING & ANALYTICS

> Robust Dashboards and Reporting

> Audio Recording of Customer interactions to provide interaction insight that may be used for communications recall

CUSTOMER SERVICE AGENT ONBOARDING & TRAINING
BARGE - MONITOR - WHISPER

Managers may train or assist during live calls by:
1. Entering discussions in real-time
2. Monitoring communications
3. Whispering advice

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